# USER TEST

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# Introduction

In this document we are going to do a user test, we want to test if the prototype is user friendly. We want to do this with Maze. For more information or the result read this document thoroughly.

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## Goal

Our goal with the user test was to check if the app was user friendly. Users need to be able to work with the app even with zero knowledge about intake and check app. By giving people few scenarios. They must go through the tasks give their feedback.

## Tool

To get this done, we are using Maze, Maze is a testing tool which shows the interaction from user with the app. We have made a prototype in adobe XD; this prototype is connected to our Maze test.

## Preparation

To start, we needed a working prototype in Adobe XD. Furthermore, we had to come up with few scenarios and questions. We came up with the follow's questions and tasks.

1) Maak je gebruik van de Intake/Controle app?
   - Ja
   - Nee
2) Open het menu
3) Een wagen komt binnen daarvoor moet je een inname doen
4) Een auto moet uitgeleverd worden, daarvoor moet je eerst een controle uitvoeren.
5) Je komt tijdens de intake erachter dat je bezig bent met verkeerde auto.
6) Wat vind je fijn aan de app?
   - Heel fijn
   - Fijn
   - Het is oké
   - Niet fijn
   - Afschuwelijk
7) Heb je nog een opmerking, iets wat je opviel of niet duidelijk was?

We asked the main two users who are uses the app, to participate with the test. Furthermore, we ask few other people at Brover to participate as well.
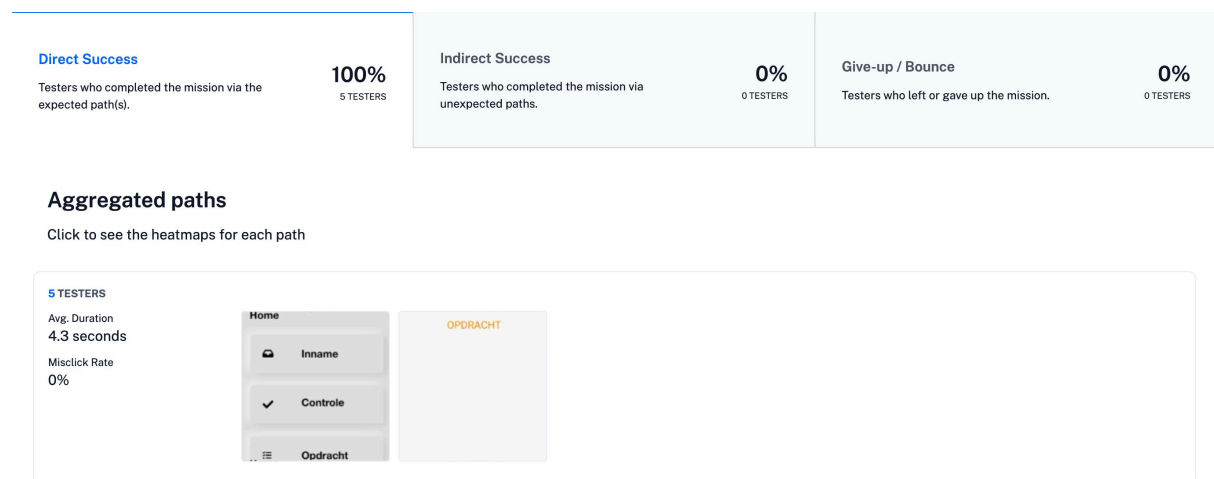
# Test results

Result of the first question was.

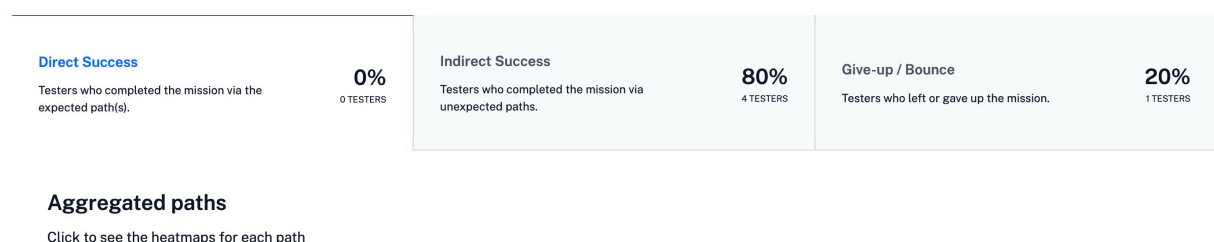## YES / NO

**40%**
2 testers

**60%**
3 testers

This result was not a surprise for me as I knew there were 2 people who uses the intake and check app.

Next task was with the prototype, they had to open the menu. This was the result.

| **Direct Success** | **100%** | **Indirect Success** | **0%** | **Give-up / Bounce** | **0%** |
|---|---|---|---|---|---|
| Testers who completed the mission via the expected path(s). | 5 TESTERS | Testers who completed the mission via unexpected paths. | 0 TESTERS | Testers who left or gave up the mission. | 0 TESTERS |

### Aggregated paths
Click to see the heatmaps for each path

**5 TESTERS**

Avg. Duration
4.3 seconds

Misclick Rate
0%

| Home | OPDRACHT |
|---|---|
| ⌂ Inname | |
| ✓ Controle | |
| ☰ Opdracht | |

Everyone who participated was able to open the menu with direct success which means they performed the same actions.

Task 3 was to do intake; this was the main function of the app together with check. The following is the result.

| **Direct Success** | **0%** | **Indirect Success** | **80%** | **Give-up / Bounce** | **20%** |
|---|---|---|---|---|---|
| Testers who completed the mission via the expected path(s). | 0 TESTERS | Testers who completed the mission via unexpected paths. | 4 TESTERS | Testers who left or gave up the mission. | 1 TESTERS |

### Aggregated paths
Click to see the heatmaps for each path

No paths yet for this category.

This step had 80% indirect success and 20% Give-up/Bounce which is not good. The reason for this was I made a mistake in my prototype. The user clicks on the back button on left top

corner (Figure 1), this brings the user to the previous page. In this case it brough the user to the older version (Figure 2). I could prevent this by making a prototype project for each version. Other than that, the indirect successes were al not that bad the just clicked on the dropdown menu and tried to choose car brand and type.
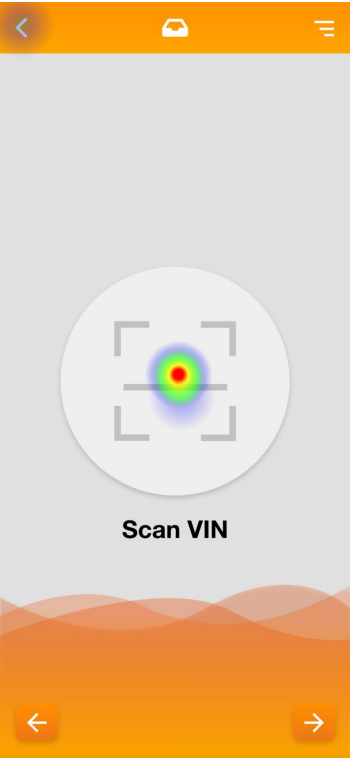


*Figure 1*                    *Figure 2*

Next step was to do a check. 80% had a direct success and 20% had an indirect success. We were very happy by this result. This means the control function is very clear for the user. Our users had 16.7% miss clicks but this was because they were trying to type the VIN which was not possible in the prototype.
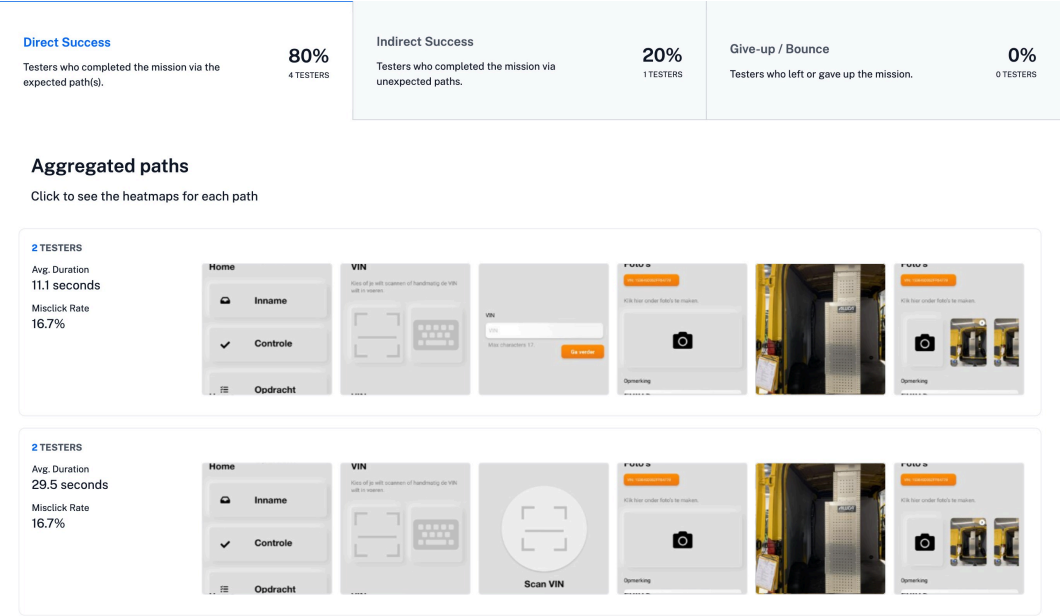


*Figure 3*

The next scenario was "During the intake you find out that you are working on the wrong car." How do you solve this? The following were the results.

20% had a direct success and 80% had indirect success. The reason for indirect success is also good, there were multiple ways to go back. We only added one way in the test.

| Direct Success | | Indirect Success | | Give-up / Bounce | |
|---|---|---|---|---|---|
| Testers who completed the mission via the expected path(s). | **20%**<br>1 TESTERS | Testers who completed the mission via unexpected paths. | **80%**<br>4 TESTERS | Testers who left or gave up the mission. | **0%**<br>0 TESTERS |

## Aggregated paths

Click to see the heatmaps for each path



**1 TESTER**
Avg. Duration
6.6 seconds
Misclick Rate
0%



**1 TESTER**
Avg. Duration
20.0 seconds
Misclick Rate
0%



**1 TESTER**
Avg. Duration
18.2 seconds
Misclick Rate
42.9%



**1 TESTER**
Avg. Duration
14.9 seconds
Misclick Rate
0%

Furthermore, we asked 2 questions about the app. First, what do you think about the app? Everybody chose "Fijn" which means good. Here is the result.

| | |
|---|---|
| **Fijn** 100% | 5 👥 |
| **Heel fijn** 0% | 0 👥 |
| **Het is oké** 0% | 0 👥 |
| **Niet fijn** 0% | 0 👥 |
| **Afschuwelijk** 0% | 0 👥 |

Last question was, "Do you have a comment, something you noticed or was not clear?". This was their answer.

| ⭐ | Quote | Tested |
|---|---|---|
| ⭐ | "Mooie app. Fijner dan de vorige"<br>Tester #95980036 | June 10th 2022, 10:19:51 am |
| ⭐ | "Het was erg overzichtelijk! Ik kon alleen geen merk en type selecteren."<br>Tester #95975438 | June 10th 2022, 9:54:59 am |
| ⭐ | "Je kan niet merk en type kezen, verder kan je ook niet terug"<br>Tester #95388437 | June 8th 2022, 11:43:37 am |
| ⭐ | "Ook door op terug te drukken eventuele wijzigingen kunt uitvoeren."<br>Tester #94152607 | June 1st 2022, 11:56:34 am |
| ⭐ | "het is prettig om stapsgewijs te werken, maakt het eenvoudig om taken uit te voeren met weinig kennis van een applicatie<br>"<br>Tester #93845722 | June 1st 2022, 11:49:26 am |

Most comment were positive, there were few comments about the car type and brand, but this a prototype issue and can be fixed while developing. Furthermore, we are very happy that people are satisfied with the design.

## Conclusion

We are very happy with the result, the design is clear and users can easily navigate through it. Of course there were some things that weren't right, but those are mostly prototype errors. Next time we will first correct the prototype so that no navigation error can occur.

we have achieved our goal, since people who have never done an intake and check before can also do this with our app.